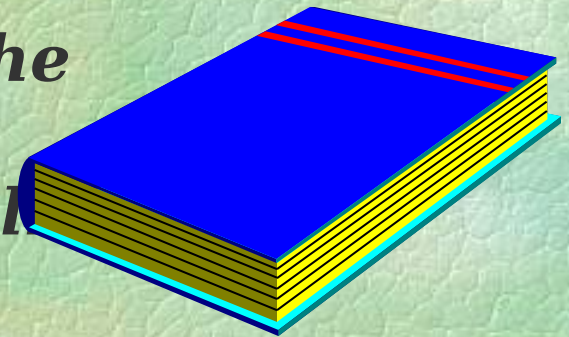


# Quality Quote

Quality isn't asserted by the  
supplier;  
It's perceived by the customer.

**John Guaspari, *The  
Customer  
Connection: Quality  
for  
the Rest of Us***







# Red River Army Depot

## 🦋 Multi-Mission

- Directorate of Operations (DOO) -  
Maintenance

***Bradley MLRS***

***Rubber Products***

- Directorate of Missile Recertification (DMR)

***HAWK PATRIOT***

- Directorate of Ammunition Operations (DAO)

***Conventional Ammo***

***Missiles***

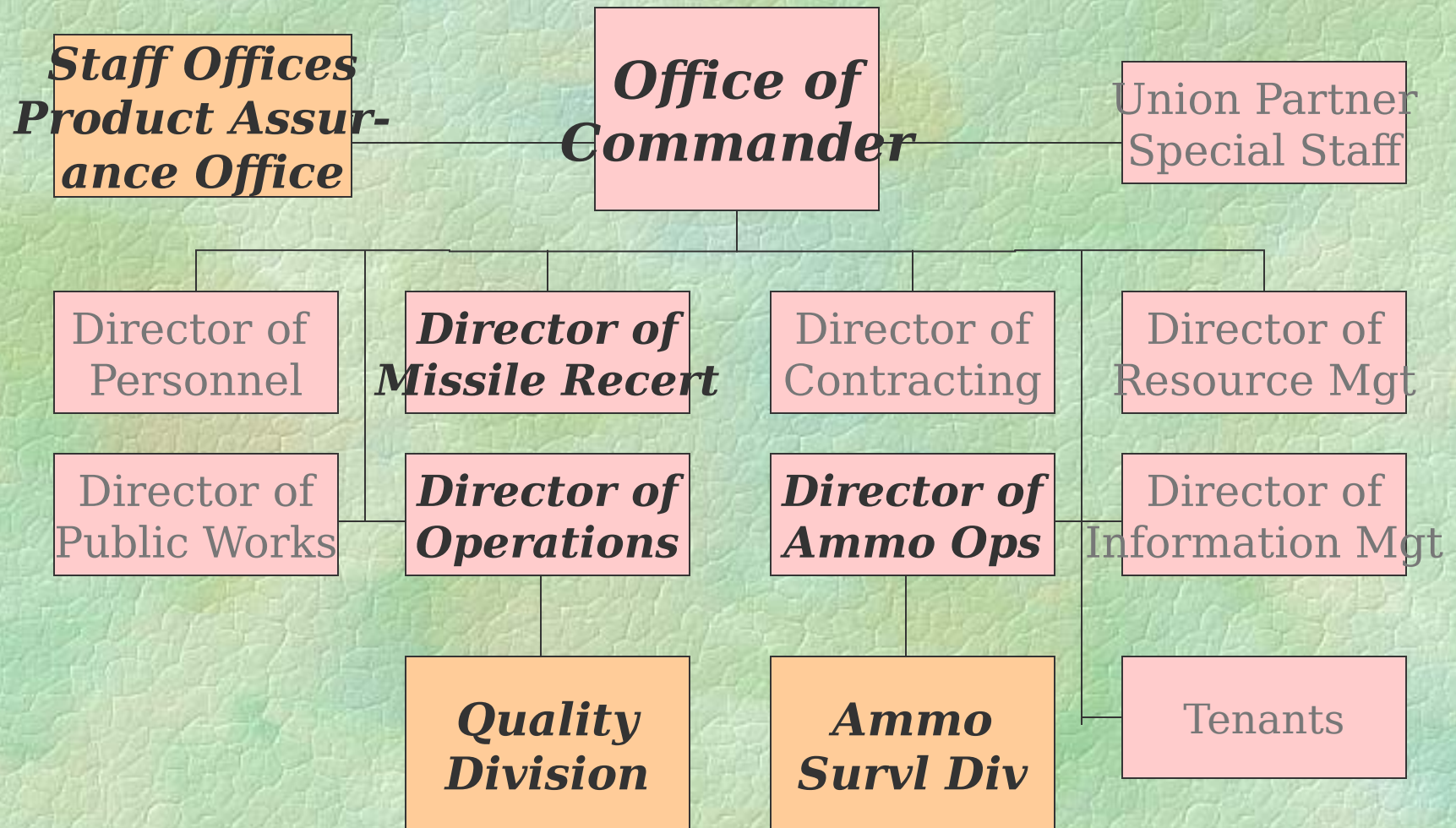
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**Quality . . . The Key to the Future**

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# Depot Organization



# Depot Quality

## 🐛 History

- Product Assurance Office
- Directorate of Operations - Quality Program
- Successes
- Challenges





# Depot Quality History

- Centralized - 28 years
- Concept change - October 1993
  - Decentralized
  - Everyone responsible
  - Staff office - Product Assurance Office
  - Missions - implementation



# Product Assurance Office

- History
- Reorganization Oct 93
- Quality Program Concept -  
Decentralized
- Staff Office





# Product Assurance Office Functions

- ☞ Policy - What?
- ☐ Oversight - Compliance
- ☐ Customer Feedback/Satisfaction
  - Customer Complaints
  - Defective New Material
  - External Quality Audit Coordination



# Product Assurance Office Functions

## ▢ Corrective Action Program

- Executive Corrective Action Board
- Material Review Board
- Automated Corrective Action Tracking System





# Product Assurance Office Functions



## Program Management

- (CP)<sup>2</sup>/ISO-9000
- TMDE Support Manager
- NDT/Special Skills
- Electrostatic Discharge
- Statistical Process Control
- JEDMICS





# Product Assurance Office Functions

## ▮ Laboratory Services

- Chemical
- Environmental
- Radiological
- Oil
- Rubber Laboratory - Backup





# Product Assurance Office Staffing

1 - Supervisory QA Specialist, GS-1910-12

1 - General Engineer, GS-0801-11

1 - Data Systems Administrator, GS-0301-11

1 - Management Analyst, GS-0343-11

3 - Quality Assurance Specialists, GS-1910-11

\*4 - Quality Assurance Specialists, GS-1910-09

1 - Quality Assurance Assistant, GS-

~~0303-07~~ in process to reassign one to Dir of Ops

1 - Chemist, GS-1320-12



# Quality Division Mission, DOO

- ☛ Obtain, interpret, and implement program quality requirements
- ▢ Provide final acceptance inspection and testing of products
- ▢ Review and analyze inspection/fielding reports and other quality data for process improvement

---

Dedicated to Quality; Committed to Service



# Quality Division Mission (Cont'd)

- ✎ Identify trends and areas for corrective action
- Manage the directorate quality control data system
- Provide metal processing support to production elements (including NDT)
- Provide rubber lab analysis and test support for Rubber Products Division



# Quality Division Policy

☞ Quality cannot be inspected into our products. It must be built into them. To that end, the Quality Division is committed to:

- ***Providing accurate information to the people producing the product***
- ***Supporting production of quality products at the floor level***



# Quality Division Policy (Cont'd)

- ***Decreasing defects and thereby improving efficiency in order to provide quality products to our customers at a reasonable cost***

- Inspectors check the product, but more importantly, they are the “experts” and “teachers” who strive to find the root cause of problems and help develop long term solutions.

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Quality . . . At Red River, it's more than just a word.

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# Quality Division Staffing

## Office of Chief

- 1 - Supv Qual Assur Spec, GS-1910-11
- 2 - Maint Mgt Assistants (OA), GS-1101-07
- 1 - Secretary (Steno/OA), GS-0318-05

## Quality Requirements Branch

- 1 - Weld & Metal Proc Spec, GS-0301-09
- 1 - Chem Engr Tech, GS-0802-09
- 4 - Qual Assur Specs, GS-1910-09



# Quality Division Staffing (Cont'd)

## Inspection Branch (Office of Chief)

1 - HME Rpr Inspector Supv, WS-5803-11

## Mechanical & Support Team

1 - HME Rpr Inspector Ldr, WL-5803-11  
(Vacant)

1 - Toolmaking Inspector, WG-3416-13

1 - Machining Inspector, WG-3414-11

1 - Welding Inspector, WG-3703-11

1 - Metal Work Inspector, WG-3801-11

6 - HME Rpr Inspectors, WG-5803-11

1 - Painting Inspector, WG-4102-10

3 - Rubber Work Inspectors, WG-4301-10



# Quality Division Staffing (Cont'd)

## Dynamometer Team

1 - HME Rpr Inspector Ldr, WL-5803-11

1 - HME Rpr Ldr, WL-5803-08

7 - HME Rpr Inspectors, WG-3803-11 (1  
Vacant)

6 - HME Rprs, WG-5803-08

## Electronics Team

1 - EIS Rpr Inspector Ldr, WL-2610-13  
(Vacant)

6 - EIS Rpr Inspectors, WG-2610-13

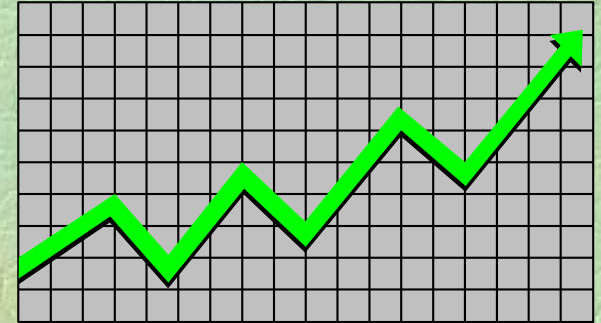
~~\*1 - Pneumatic Sys Rpr Inspector, WG-~~

~~8255-11~~  
\*Over Allocated

1 - Cal E Rpr Inspector, WG-6641-11



# Successes



## 🐼 (CP)2

- DAO certified Oct 98
- DMR recommended for certification
- DOO final assessment May 99

## ☐ ISO-9002

- Contract for DAO and DOO awarded Mar 99
- Compliance assessment Jun 99
- American Quality Assessors



# Successes



## • Quality Campaign

- National Quality Month Oct 98
- Marquee/electronic signs
- Letter from Commander w/Manifesto
- LAN-video
- Web site
- Articles in ***Red River Review***
- Revised Depot Quality System Policy
- Silhouettes
- Fort Hood trips



# Successes (Cont'd)



## ▣ Quality Campaign

- Quality calendar
- Quality slogan contest
- (CP)2/ISO booklet
- Customer service number (1-800-442-0817)
- Quality Texarkana Program
- National Quality Month Oct 99

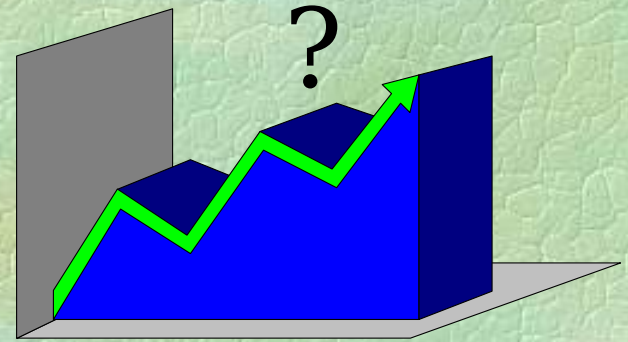
## ▣ Quality Division (DOO)



# Challenges

🐼 (CP)<sup>2</sup>

- ISO 9002
- QSL Program
- Quality system maintenance/sustainment
- Quality Division (DOO)
- Joint final inspection of vehicles with DLA





# Challenges (Cont'd)

- Standardized final acceptance criteria
- 1910 series grade structure
- Nonconforming new material process
- Downsizing
- Workload
- Survival

